



State of California

Employment Training Panel

Arnold Schwarzenegger, Governor

August 10, 2009

Pam Davis, Human Resources Representative
Crystal Technology, Inc.
1040 East meadow Circle
Palo Alto, CA 94303
Pamela.davis@epcos.com

Transmitted by E-mail

Dear Ms. Davis:

RE: **FINAL MONITORING VISIT REPORT** for Crystal Technology– **ET08-0195**

Date of the Visit:	08/10/09
Beginning/Ending Time:	10 A.M. – 11 A.M.
Date of Last Visit:	05/15/08
Visit Location:	Company facility in Palo Alto, CA
Persons in attendance:	Pam Davis, Human Resources Representative for Crystal Technology; Robert Jackson, ETP Analyst.
Action Required:	No

CONTRACT INFORMATION:

Term of Agreement:	10/01/07 – 09/30/09	Agreement Amount:	\$69,120
Training Start Date:	10/01/07	No. to Retain:	96
Date Training must be Completed:	06/30/09	Range of Hours:	24 - 200
Type of Trainee:	Retrainee	Weighted Ave. Hours:	40

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SAN DIEGO REGIONAL OFFICE
5353 Mission Center Road, Suite 110
SAN DIEGO, CA 92108
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www.etp.ca.gov
ETP (04/15/05)

FINAL REPORT SUMMARY:

The Agreement was executed and training began on October 01, 2007. Your staff reported that all reimbursable training was completed by March 13, 2009, which allows for the 90-day retention period to be completed within the term ending date of the Agreement – September 30, 2009.

According to your records at the time of this final meeting, you expected to retain a total of 7 trainees (7% percent of planned retentions) for a total reimbursement of \$4,608 (7 percent of the encumbered amount). Mr. Jackson, ETP's analyst, reminded Ms. Davis that the closeout invoice should be submitted no later than 30 days after the end term date of the Agreement. Ms. Davis indicated that the closeout invoice will be submitted by October 30, 2009, but if more time is needed to process the invoice please alert your Analyst by that date. At the time of the final visit, no invoices had been paid.

During the course of the agreement minor technical assistance was needed from your ETP analyst. For example, Crystal Technology required minor guidance deleting training found ineligible under ETP's program. Also, your analyst reminded Ms. Davis to add topic titles on rosters to correlate provided training to the company's ETP's approved curriculum.

INTERVIEW WITH THE COMPANY CONTACT, MS. DAVIS, HUMAN RESOURCES REPRESENTATIVE.

- What barriers, if any, did your company experience in implementing your ETP project? Reaching understandings with managers regarding what types of training were eligible was a challenge.
- What assistance could ETP have provided that would improve the process for future Contractors? The level of support was excellent.
- What problems, if any, did your company experience with ETP record keeping? The systems are bulky and not easy to navigate.
- How did your company benefit from the ETP training? I think the training impacted management's readiness to utilize training vendors.

PROJECT STATUS PROVIDED BY THE CONTRACTOR:

Trainees Started Training:	41	Completed Retention:	7
Dropped Following Enrollment:	*34	In Retention Period:	0
Completed Minimum Hours for reimbursement:	7		
Completed Training:	7		

* This item indicates pending drops.

ATTENDANCE ROSTERS:

Your ETP analyst reviewed 81 hours listed on ETP approved training rosters which represents 32 percent of the total tracked hours to date. Earlier cited issues were corrected during the final visit which included the deletion of one ineligible training topic.

INVOICES:

The ETP Analyst assisted Ms. Davis in completing a progress payment invoice on ETP's forms website after reviewing reimbursement requirements including: special reviews, voluntary terminations, ETP's minimum 24 hours of training, wage, and ETP's 90 day retention requirements.

AUDIT:

Crystal Technology will be notified in writing if this agreement is selected for an audit. The Audit Notification and Audit Confirmation letters will be sent in advance to allow ample preparation time and will include a list of documents that will be examined by the auditor. To provide support of training, original training attendance documentation is required; photocopied records are not acceptable. Listed below are types of records typically requested during an ETP field audit:

- Training attendance records such as rosters, sign-in sheets, etc.
- Payroll records of individual trainees to verify wage and hours worked
- Personnel records regarding occupation and dates of employment
- Documentation of employer paid health benefits (if applicable)
- Cash receipts to verify receipt and accounting of ETP funds

RECORD RETENTION:

Records must be retained within your control and be available for review at your place of business within the State of California. This responsibility will terminate no sooner than four (4) years from the date of the termination of the Agreement or three (3) years from the date of the last payment by ETP to the Contractor, or the date of resolution of appeals, audits, claims, exceptions, or litigation, whichever is later.

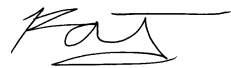
IN CLOSING

Please contact Robert Jackson, ETP Analyst, at (650)655-6936 or email rjackson@etp.ca.gov within ten working days if there are any questions of comments regarding the content of this report.

Sincerely,



Creighton Chan, Manager
San Francisco Bay Area Regional Office



Robert Jackson, Analyst
San Francisco Bay Area Regional Office

cc: Contractor's Representatives

Brian McMahon, Executive Director
David Guzman, Chief, Program Operations Division
Kulbir Mayall, Manager, Fiscal and Certification
Master File
Project File

Date report mailed to Contractor 8/28/09